



RECREATION CENTER OF SUN CITY WEST, INC. INTERNAL/EXTERNAL JOB VACANCY

ONLY APPLICANTS SELECTED FOR AN INTERVIEW WILL BE NOTIFIED

DATE: FEBRUARY 12, 2024
POSITION TITLE: CC&R LEAD – FULL-TIME W/BENEFITS
LOCATION: CC&R (COVENANTS, CONDITIONS, AND RESTRICTIONS DEPARTMENT)

POSITION SUMMARY

The CC&R Lead works independently and performs the essential functions in conjunction with the Community Properties Manager. Oversees staffing and environmental control policies and regulations as they relate to the Recreation Centers of Sun City West (RCSCW) Association Covenants, Conditions and Restrictions (CC&Rs).

ESSENTIAL DUTIES AND RESPONSIBILITIES

(This list is not intended to detail all aspects of the assigned work but is representative of the job's overall responsibilities.)

- Supervises and schedules duties of assigned employees; trains and evaluates work performance of CC&R department employees and ensures current policies and procedures are followed.
- Collaboratively resolves concerns and problems within established policies and procedures. Responds to public inquiries promptly and helps provide resolution.
- Provides information, guidance, monitors and enforces compliance with RCSCW regulations to include land use, health and safety, blight, and any other matters to property owners, residents, and committees.
- Responds to member complaints and violations of RCSCW CC&R's.
- Occasionally patrols assigned areas in company provided vehicle and conducts field investigations and inspections of properties as needed to confirm or refute violation(s), documenting issues and concerns with photographic evidence and use of measurements of landscape features and walls.
- Accurately maintains, tracks and monitors documentation and case files on all investigations, complaints, inspections, noncompliance, and enforcement actions following administrative process and procedures.
- Creates reports tracking code enforcement providing data and/or trend analysis.
- Prepare and submit articles for publications.
- Regular attendance is required.
- Maintains strict confidentiality.
- Communicates values and attitudes that contribute to positive interactions within the department. Model appropriate behaviors, ensure prompt service and professional interactions with all the community members and inter-departmental employees.
- Relates well with all levels of personnel.
- Encourages an interactive participatory teamwork environment with an open communication style.
- Coaching & Mentoring – Participates in orientation & training of team members, contribute to their success.
- Contributes to innovative ideas and new ways of thinking to improve CC&R Department efficiencies and services.
- Identifies need for change and develops/accepts creative approaches and solutions.
- Participates in performance improvement activities by challenging existing processes to eliminate inefficient/ineffective procedures and waste. Collaborates across the business structures to improve processes and procedures and ensures any implementation of change(s) is vetted and approved prior to being communicated.
- Coordinates, evaluates, develops, and revises departmental procedure manuals.
- Performs other duties as assigned.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Arizona driver's license and good driving record for insurance purposes.

SUPERVISORY RESPONSIBILITIES

Supervises personnel in the department under the direction of the Community Properties Manager.



RECREATION CENTER OF SUN CITY WEST, INC. INTERNAL/EXTERNAL JOB VACANCY

ONLY APPLICANTS SELECTED FOR AN INTERVIEW WILL BE NOTIFIED

EDUCATION and/or EXPERIENCE

Sufficient Training and education to demonstrate possession of required knowledge, skills and qualifications are required.

- High school diploma or general education degree (GED) required; a minimum of twelve months related experience required; or an equivalent combination of education and experience.
- 2 years' previous customer service experience required.
- Demonstrate proficiency in Microsoft Office Suite, specifically Word and Excel required.
- Experience in compliance or code enforcement, inspection, and/or investigation is highly preferred.
- Must have demonstrated proficiency in accurately documenting and record keeping principles.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Work is conducted in a dynamic, fast-paced office and indoor settings with moderate to loud levels noise.

While performing the duties of this job, the employee is regularly required to sit, stand, walk, stoop, kneel, crouch, crawl, climb, balance, use hands to finger, handle, grasp, pull, push, or feel; reach with hands and arms above shoulders and talk or hear and an ability to taste and smell. The employee will be sitting or standing for extended periods of time.

The employee must regularly lift and/or move up to 10 pounds, and occasionally lift and/or move more than 20 pounds.

Work involves walking, talking, hearing, using hands to handle, feel or operate objects and tools to include computers and office equipment. Vision abilities include close vision, peripheral vision, depth perception and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment can be moderate or louder depending on the venue.

Work is expected to be performed from both an office setting indoors and outdoors.

Must have the ability to perform the essential job duties with or without reasonable accommodation.

PAY RATE: Depending On Experience

EOE

DEPT CODE: 6610

APPLY: All applications must be made online: employment.suncitywest.com. The Human Resources Office is open 8am- 3pm, Mon-Fri., 19803 N. R. H. Johnson Blvd, Sun City West, AZ 85375



RECREATION CENTER OF SUN CITY WEST, INC. INTERNAL/EXTERNAL JOB VACANCY

ONLY APPLICANTS SELECTED FOR AN INTERVIEW WILL BE NOTIFIED

NOTICE

This position description in no way states or implies that the responsibilities and tasks are the only responsibilities and tasks to be performed by the employee occupying this position. They will be required to follow any other instructions and to perform any other job-related duties as required by their supervisor/manager.

Requirements stated herein are minimum levels of knowledge, skills and/or abilities to qualify for this position. To perform the duties and responsibilities of this position successfully, the incumbent will possess the abilities and aptitudes to perform each task proficiently. "Ability" means to possess and apply both knowledge and skill.

All employment decisions, including promotions, transfers and others, are based on meeting all requirements herein and on organizational need, the employee's being in good standing (including lack of disciplinary actions), meeting all applicable performance standards and other nondiscriminatory criteria. The methods of fulfilling requirements are subject to possible modification to reasonably accommodate qualified individuals with disabilities. Some requirements, however, may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or others.

**THIS DOCUMENT DOES NOT CREATE AN EMPLOYMENT CONTRACT, IMPLIED OR OTHERWISE.
WE MAINTAIN AN "AT WILL" EMPLOYMENT.**